

## Rapid Re-housing Triage Tool

This tool may be helpful for the purposes of determining what services and level of subsidy a household eligible for rapid re-housing needs. Communities would ideally use this tool only after prevention or diversion had been ruled out as options as part of the coordinated assessment process and before or very shortly after admitting a household to an emergency shelter program if they have no place else to stay. This tool should be used as a starting point; communities are encouraged to refine the tool to reflect local data and system outcomes.

Level of Assistance	Tenant Screening Barriers (Barriers to Obtaining Housing)	Retention Barriers (Barriers to Sustaining Housing)
<p><b>Level 1—</b> The <b>household</b> will need minimal assistance to obtain and retain housing. The Rapid Re-Housing (RRH) program offers the following for most Level 1 households:</p> <ul style="list-style-type: none"> <li>❖ Financial assistance for housing start-up (e.g. first month's rent, security deposit, utility deposit)</li> <li>❖ Initial consultation related to housing search (e.g. where to find rental information, how to complete housing applications, documentation needed)</li> <li>❖ Time-limited rental assistance, per client Housing Plan</li> <li>❖ Home visit/check-in after move-in</li> <li>❖ Offer of services (at tenant request) for up to 3 months.</li> </ul> <p><b>Landlord</b> assistance will likely include only program contact information for tenancy concerns</p>	<p>Household has no criminal history</p> <p>Rental history: an established local rental history. No evictions, landlord references are good to fair</p> <p>Credit history is good, with the exception of a few late utility and credit card payments</p>	<p>No significant barriers except financial: very low income, insufficient emergency reserves</p>
<p><b>Level 2—</b> The <b>household</b> will need routine assistance to obtain and retain housing. The RRH program offers the following for most Level 2 households:</p> <ul style="list-style-type: none"> <li>❖ Financial assistance for housing start-up</li> </ul>	<p>Household has no serious criminal history, but may have a few minor offenses such as moving violations, a DUI, or a misdemeanor</p> <p>Rental history is limited or</p>	<p>Financial barriers include very low income, may have inconsistent employment, poor budgeting skills</p> <p>No serious mental illness or chemical dependency that affects</p>

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<ul style="list-style-type: none"> <li>❖ Time-limited rental assistance, per client Housing Plan</li> <li>❖ Initial consultation and ongoing assistance with housing search, including bus tokens as needed</li> <li>❖ Development of Housing Plan to work on any identified retention barriers</li> <li>❖ Weekly home visits for first two months; then reduce to bi-weekly or monthly as most Housing Plan goals are met.</li> <li>❖ Services available for up to 6 months, depending on housing problems and progress toward Housing Plan goals.</li> </ul> <p><b>Landlord</b> assistance:</p> <ul style="list-style-type: none"> <li>❖ 6 month availability: landlord can call with tenancy issues and program will respond.</li> <li>❖ Program will check in with landlord periodically for updates.</li> <li>❖ RRH program will relocate household if landlord is considering eviction.</li> </ul>	<p>out-of-state. May have 1-2 explainable evictions for non-payment. Prior landlords may report a problem with timely rent.</p> <p>Credit history shows pattern of late or missed payments</p>	<p>housing retention. May have some level of depression or anxiety or problems responding to conflict</p> <p>May lack awareness of landlord-tenant rights/responsibilities.</p> <p>May have minor problems meeting basic household care/cleaning.</p> <p>May have been homeless once before.</p>
<p><b>Level 3—</b> The <b>household</b> will need more intensive and/or longer assistance to obtain and retain housing. The RRH program offers the following for most Level 3 households:</p> <ul style="list-style-type: none"> <li>❖ Financial assistance for housing start-up</li> <li>❖ Time-limited rental assistance, per client Housing Plan</li> <li>❖ Initial consultation and ongoing assistance with housing search, including bus tokens as needed. Staff may accompany client to the landlord interview.</li> <li>❖ Development of Housing Plan to work on any identified retention barriers</li> <li>❖ Weekly home visits for first two months; then reduce to bi-weekly or monthly as most Housing Plan goals are met. Include unannounced drop-in visits.</li> </ul>	<p>Household may have some criminal history, but none involving drugs or serious crimes against persons or property</p> <p>Rental history includes up to 3 evictions for non-payment. Prior landlord references fair to poor. Partial damage deposit returned. Some complaints by other tenants for noise</p> <p>Credit history includes late payments and possible court judgments for debt, closed accounts</p>	<p>Household is very low income, has periods of unemployment, no emergency reserves, lacks budgeting skills</p> <p>Problems with mental health or alcohol/substance use that somewhat impacts compliance with tenancy requirements.</p> <p>May have deficits in care of apartment, landlord-tenant rights/responsibilities, communications skills with landlord and/or other tenants</p> <p>Conflict may exist in household</p> <p>May have lost housing and been homeless several times in past</p>

Level of Assistance	Tenant Screening Barriers (Barriers to Obtaining Housing)	Retention Barriers (Barriers to Sustaining Housing)
<ul style="list-style-type: none"> <li>❖ Services available for up to 9 months, depending on housing problems and progress toward Housing Plan goals.</li> </ul> <p><b><u>Landlord</u></b> assistance:</p> <ul style="list-style-type: none"> <li>❖ 9 month availability; landlord can call with tenancy issues and program will respond even after services end.</li> <li>❖ Program will check in with landlord periodically for updates.</li> <li>❖ RRH program will relocate if an eviction is being considered. If household will not leave, program may pay court costs.</li> <li>❖ Program may pay or repair damages.</li> </ul>		
<p><b>Level 4—</b> The <b><u>household</u></b> will need more intensive and longer assistance to obtain and retain housing. The RRH program offers the following for most Level 4 households:</p> <ul style="list-style-type: none"> <li>❖ Financial assistance for housing start-up</li> <li>❖ Time-limited rental assistance, per client Housing Plan</li> <li>❖ Initial consultation and ongoing assistance with housing search, including bus tokens as needed. Staff may accompany client to the landlord interview.</li> <li>❖ Development of Housing Plan to work on any identified retention barriers</li> <li>❖ Weekly home visits for first two months; then reduce to bi-weekly or monthly as most Housing Plan goals are met. Include unannounced drop-in visits.</li> <li>❖ Services available for up to 12 months, depending on housing problems and progress toward Housing Plan goals.</li> </ul> <p><b><u>Landlord</u></b> assistance:</p> <ul style="list-style-type: none"> <li>❖ 12 month availability; landlord can call</li> </ul>	<p>Criminal history, violations may include drug offense or crime against persons or property</p> <p>Rental history includes up to five evictions for non-payment and/or lease violations. Landlord references poor. Security deposit may have been kept due to damage to unit.</p> <p>Credit history is poor, late payments, may include judgment for debt to a landlord, closed accounts</p>	<p>Extremely low income, no emergency reserves, bank accounts closed, lacks budgeting skills.</p> <p>May be using drugs/alcohol and/or has mental health problems. May have conflict with child/ren or partner. May lack ability to care for apartment or communicate appropriately with landlord and other tenants.</p> <p>Has likely been homeless multiple times or for more extended periods</p>

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<p>with tenancy issues and program will respond; ongoing option to call even after Rapid Re-Housing services are ended can be offered or negotiated on a case-by-case basis.</p> <ul style="list-style-type: none"> <li>❖ Program will check in with landlord monthly (or more often if landlord prefers) for updates/issues.</li> <li>❖ May pay an additional damage deposit and/or last month's rent in addition to normal start-up costs.</li> <li>❖ RRH program will relocate household if an eviction is being considered. If household will not leave, program may pay court costs of eviction.</li> <li>❖ Program may pay or repair damages.</li> </ul>		
<p><b>Level 5—</b> Household needs longer or more intensive services; may need staff with more professional training. RRH program refers household to appropriate program, such as intensive case management, permanent supportive housing or other local resources.</p>	<p>Extensive criminal background</p> <p>Extremely poor rental history, multiple evictions, serious damage to apartment, complaints</p> <p>Credit history includes multiple judgments, unpaid debts to landlords, closed accounts</p>	<p>Active and serious chemical dependency or mental illness</p> <p>Unable to comply with lease requirements or interact positively with landlord/tenants; poor apartment management skills, out-of-control behaviors by adult or child/ren</p> <p>May have experienced chronic homelessness (multiple and/or extended periods of homelessness)</p>